**Nationwide Group Staff Union**

**Disciplinary Officers Observation and Assessment Feedback Form**

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| Name |  | Date |

If any of the following areas are not covered during the observed hearing because it was not applicable, then it is appropriate for the Assessor to question the Disciplinary Officer and mark accordingly.

**Preparation (Before the Hearing)**

**Did the Disciplinary Officer:**

1. Obtain contact numbers of the parties involved.
2. Check the venue for the hearing and its suitability for the member? – Is it being done via Teams or in a location?
3. Establish if there is a separate private room available and that video AND audio equipment is available to them if being conducted via Teams.
4. Check that the member received the letter inviting them to the hearing in the correct format and offering them the right to postponement where appropriate.
5. Check that the member has received the hearing pack with all the relevant evidence and/or information and that they have received a Teams invite and shared this with you.
6. Establish the reason for the formal hearing.
7. If appropriate, check to see if there have been any similar cases and research the contents and outcomes contained within the reports.
8. Find out if there was more information required assist their case.
9. Offer assistance in obtaining further information?
10. Discuss with the member how they are coping emotionally.
11. Discuss what support they have received both inside and outside of work.
12. Check that the time set for the hearing allows for travel and a pre-meeting.
13. Travel arrangements, if either the member or NGSU rep are attending a location in person, confirm that they are acceptable.
14. Give advice on what is appropriate to wear to present the right image.
15. Explain the role of the Assessor/Observer

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| Comments: |

**Pre-meeting - Developing Trust with our Member**

**Did the Disciplinary Officer:**

1. Establish a career history with the member and generally how they feel about working for Nationwide if appropriate.
2. Establish the member’s perception of the situation and the facts as they know them.
3. Act in a non-judgemental way throughout the process.
4. Encourage the member to explain the situation without interruption.
5. Show that they have empathised with the situation?
6. Summarise what had been said and check that they understood fully.
7. Explain the options available to the member and allow them to decide how they wished to take things forward.
8. Show concern for the member and check how they were coping.
9. Encourage the member to relax and suggest that they get themselves refreshment.
10. Clearly explain the process of the Formal Hearing/use of adjournments etc. Set up a Teams meeting, or confirm other suitable communication, with member for use during adjournments.
11. Make it clear that their role was to provide support to the member.

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| Comments: |

**Pre-meeting Establishing the facts**

**Did the Disciplinary Officer:**

1. Go through the allegations and evidence with the member to establish their accuracy.
2. Explain conduct rules if necessary.
3. Uncover any inaccuracies themselves.
4. Use probing questions to challenge the member’s perspective.
5. Gather any further information to support the right outcome.
6. Discuss, advise and agree with the member how case should be presented.
7. Explain how the Society’s representative may perceive the situation.
8. Insist on further investigation by the Society where applicable.
9. Make notes to assist further questioning and challenge any inaccuracies.
10. Remain objective and encourage honesty and openness.
11. Summarise the information to ensure they had all details.

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| Comments: |

**Presenting the Case (The formal hearing)**

**Did the Disciplinary Officer:**

1. If attending a location check the lay out of the room and ensure its comfort.
2. Have a pre-meeting with the society’s representatives before the hearing if appropriate
3. Ensure that the DO can still make eye contact with the member especially if being done via Teams. The DO should be able to see the member on the laptop and vice versa.
4. Provide for the member to be introduced to all present.
5. Speak where required on behalf of our member.
6. Appear confident in what they had to say.
7. Challenge the evidence where applicable.
8. Point out any perceived inaccuracies in the information provided.
9. Encourage the member to speak.
10. Make use of adjournments if appropriate.
11. Dismiss any irrelevant points raised by Society’s representatives.
12. Where appropriate summarise the case and recommend an outcome with a rationale.
13. Check the member has said all they have to say and had the opportunity to make any final comments.
14. Provide support and help to fill the time during the adjournment.
15. Discuss the possible outcomes and options available to each.
16. Advise the member how to respond if the decision is unfavourable.
17. Raise any shortcomings with how the process has been handled and agree solutions/next steps.
18. If appropriate, check with the Chair/HR that member is OK to go home and not expected to return to work or, if working from home, do they need to continue working?
19. If advised of the outcome before the member, and it was unfavourable did they endeavour to influence a change in the decision?
20. Advise the member of the decision and advise them on how to respond to the Society’s representatives.

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| Comments: |

**Agreeing the way forward (post the hearing)**

**Did the Disciplinary Officer:**

1. Hold a de-briefing meeting with the member.
2. Discuss with the member the options now available to them.
3. If appropriate, check how the member was going to travel home/back to work.
4. Check that the member is aware of what support is available to them.
5. If appropriate talk through Appeal procedures.
6. If appropriate talk through potential legal action.
7. Complete all the relevant paperwork (including handwritten notes and hearing report) and send to Middleton Cheney via email or scan.

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| Comments: |

Accredited:

Signed (Assessor) Name Date